

How Can We Help You?

telephone numbers:

Public Works Information.....	664-4600
Emergencies (after hours)	441-5610
Ditch Maintenance.....	823-4000
Hazardous Waste Disposal.....	441-5813
Keep Norfolk Beautiful	441-1347
Litter Prevention.....	441-1347
Potholes.....	823-4050
Refuse Collection/Billing.....	441-5813
Storm Water Billing.....	664-4633
Street Flooding.....	823-4000
Streetlights (broken/inoperable)	1-800-667-3000
Street/Sidewalk/Curb Repair.....	823-4050
Street Sweeping.....	823-4000
Street Signs (Damaged or Missing).....	441-5818
Traffic Signals.....	441-5818
Waste Management/Bulk Waste	441-5813

emails:

pworks@norfolk.gov: Public Works information

KNB@norfolk.gov: Recycling/litter prevention

stormwtr@norfolk.gov: Storm Water information

websites:

www.norfolk.gov/publicworks

**FOR OTHER QUESTIONS OR INFORMATION ABOUT
CITY SERVICES,
CALL THE NORFOLK CARES LINE AT 664-6510**

Five Little Things That Make a BIG Difference.

- 1** Never litter.
Trash has a place and
it is not on our streets!
- 2** Move your cars
on street sweeping days.
- 3** Properly dispose of
chemicals and oil —
they are toxic to our
waterways.
- 4** Clean up after pets.
- 5** Test your soil before
applying any fertilizer.



**Environmental
Storm Water
Management**

REMEMBER:

Storm Water is
untreated and
flows directly
into our natural
waterways.

Do your part to
make sure
“ONLY RAIN GOES
DOWN THE DRAIN!”

For more
information call:
757.823.4000

Storm Water 101



**understanding
the services
that help us
keep the water
flowing**



Environmental Storm Water Management

norfolk.gov/publicworks/stormwater



Water is essential for life. It is our most precious natural resource.

**Surface waters – such as rivers, lakes
and the Chesapeake Bay – can easily
become polluted.**

When it rains or snows, the water runoff picks up and carries a variety of pollutants into Norfolk's storm water system.

The Environmental Storm Water Division works to address the quantity and quality of storm water runoff. Since 1991, this Division has been ensuring that Norfolk remains in compliance with Environmental Protection Agency (EPA) regulations and the Virginia Pollutant Discharge Elimination System (VPDES) Permit. Your storm water fees fund the work and services required to manage this permit, which help keep pollutants out of the waterways.

*Below is a brief overview of a few of the citywide
services your storm water fee provides:*

DITCH MAINTENANCE: Ditches channel rainwater off city streets and naturally filter pollutants from runoff. Norfolk has over 137 miles of ditches; 33 miles of which are tidal.

PIPE REPAIR AND CLEANING: Norfolk's storm water system has over 357 miles of pipes and 1,100 outfalls within the City that are routinely inspected and maintained to prevent clogs and repair breakages.

PUMP STATIONS: The Division maintains 10 pump stations throughout the City to reduce flooding in low lying areas such as underpasses. Daily inspections and routine maintenance are performed on the pump stations. The Division continuously performs major maintenance on these systems each year by replacing pumps, rehabilitating the stations, and upgrading electrical systems.

STREET SWEEPING: Norfolk's neighborhood streets are swept monthly and our downtown area is swept everyday. This effort by the Division removes tons of pollutants from our roadways each year.

ENVIRONMENTAL ENGINEERING: Engineers and scientists assess the impacts of a proposed project on environmental conditions. They apply scientific and engineering principles to evaluate if there are likely to be any adverse impacts to water quality and quantity. This work involves site plan review, fill permit approval, and site inspections.

BEST MANAGEMENT PRACTICES (BMPs): As a Phase I MS4 (Municipal Separate Storm Sewer System) city, Norfolk is required by the Chesapeake Bay Preservation Act to address post construction runoff from new development or redevelopment. To ensure BMPs are maintained, inspections of BMPs

are conducted by a City of Norfolk inspector on an annual basis.

PUBLIC EDUCATION: Over 3,600 species of animals and plants make their home in the Chesapeake Bay, the country's largest estuary. On average, Norfolk residents live within a quarter-mile of a river that drains to the Bay and our actions directly impact water quality. Community and school educational outreach programs are funded through your storm water fees.

CAPITAL DRAINAGE IMPROVEMENT PROJECTS: Norfolk spends approximately \$3.5 million a year of your storm water fees completing major construction projects to enhance and improve the quantity and quality of storm water runoff.

ILLEGAL DUMPING AND SPILL CLEAN-UP: When discarded materials are dumped or spilled in our roadways or ditches, they often drain into our storm water system. Discharging anything into this system is illegal and can carry a fine of up to \$2,500 per day. Report all spill and dump sites to 441-5610.

WATER MONITORING: The storm water system is monitored for water quality. Dry weather monitoring checks for illicit discharges.

SITE PLAN REVIEWS & CONSTRUCTION SITE INSPECTIONS: Before construction begins, plans are reviewed to make sure all environmental regulations are being met. Once projects begin, construction sites are inspected for sediment controls and land disturbing activities.

PROTECTION AND PRESERVATION OF WETLANDS AND SHORELINE RESOURCES: Wetlands and shoreline vegetation absorb storm water runoff, allowing it to filter naturally through the soil. Preserving these natural resources are vital to storm water management.